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testing at least certain of said data entered by said individual caller to determine if the individual caller is calling for a first time or to determine if a caller's status reflects an outdated record;

prompting said individual caller via a voice generator to enter additional data;  
transferring the call from said individual caller to an attended terminal; and  
displaying at the attended terminal, at least a portion of the data entered by said individual caller including at least a portion of the caller customer number.

### REMARKS

Applicant is submitting this preliminary amendment with a request for continued prosecution. In this preliminary amendment, Applicant addresses the rejections indicated in the final office action dated September 10, 2002.

In paragraph 1 of the final office action, the Examiner rejected claims 47-61 under 35 U.S.C. Section 112, first paragraph. With respect to claim 47, the Examiner fails to find the support for the element "automatically providing a connection with another one of said remote terminals in accordance with stored numbers." Specifically, the Examiner fails to see that the support indicated in the last response for the outbound operation follows the recited steps of the inbound operation. Applicant respectfully submits that clearly, "subsequent operations" that would involve an operation to "place related calls" obviously would include a call to another remote terminal after an inbound operation. Nonetheless, at this point, Applicant chooses to defer arguing further on this matter until later, and has instead amended claim 47, which makes this issue moot.

With respect to claim 50, the Examiner takes the position that "out-dated information," is not "negative." Again, rather than to argue over what may or may not constitute "negative" data, Applicant has amended claim 50 to specifically recite the recitation "out-dated." Applicant

requests the Examiner to consider the amendments, which include other cosmetic changes and to allow the claims as they are.

Dated: March 10, 2003

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Respectfully submitted,

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**MARKED VERSION:**

47. (Amended) A method for controlling voice or data or both types of communications for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps of:

receiving caller number identification signals indicative of at least a portion of a caller's number automatically provided by said communication facility;

cueing select remote terminals to prompt selective actuation by individual callers of said digital input device to provide responsive signals;

selectively identifying said responsive signals from said remote terminals as digital data signals or digital control signals, wherein certain of said responsive signals can serve as digital data signals, digital control signals, or both, said responsive signals including signals indicative of a customer card number for an individual caller that may be utilized to access a file storing customer card number data for individual callers;

testing at least a portion of said customer card number for approval;

recording said caller number identification signals automatically provided by said communication facility as additional data for said individual caller; **and**

transferring a call from said individual caller to an attended terminal and displaying at least certain of the responsive signals including at least a portion of the customer card number **and at least a portion of the caller number identification signals automatically provided by the communication facility** wherein the operator at said attended terminal is capable of entering data to facilitate completion of the call from said individual caller]; **and**

**automatically providing a connection with another one of said remote terminals in accordance with stored telephone numbers].**

50. (Twice Amended) A method for controlling voice-data communications via an automated control system for use with a communication facility including remote terminals for individual callers, wherein said remote terminals include a digital input device for providing digital responsive signals, said method comprising the steps:

interfacing a call from said individual caller to the automated system;

receiving data entered by said individual caller including two forms of distinct identification data including caller customer number plus one other form of identification;

testing at least certain of said data entered by said individual caller **to determine if the individual caller is calling for a first time or to determine if a caller's status reflects an outdated record [against a file including negative data]**;

prompting said individual caller via a voice generator to enter additional data;  
transferring the call from said individual caller to an attended terminal; and  
displaying at the attended terminal, at least a portion of the data entered by said individual caller including at least a portion of the caller customer number.